

Void, Resubmit and Finalize Claims

Create a Void Claim Batch

Claim Batch Search
+ Void (Draft) 01/01/2001

Void (Draft) 01/01/2001 - 01/31/2003 Faribault Claims

Claim category: Void Included record types: Time and Payments Claim batch #: 210750689

Batch start date: 01/01/2001 Batch end date: 01/31/2003 Claiming county: Faribault

Owner: Kjos, Lexie J

Description: Enter a description for Void Batch

Batch status: Draft Generated date: Submitted date:

Claims total: \$0.00 # of claims: 0 Generate

Void Claim Batch

A Void claim batch is created to Void and Resubmit or Void and Finalize a claim.



Hint: The batch owner of the Void claim batch must be the same person selecting the menu option to Void and Resubmit or Void and Finalize on a claim.



Create a Void Claim Batch:

1. Click on **Claim Batch Search**, access the **Action** menu and select **New Claim Batch**.
2. Select **Void** as the Claim category.
3. Enter a **Batch start date** and **Batch end date**.
4. For regions: Select a **Claiming county**.
5. **Save** the batch.



Hint: The Generate button is disabled for Void Claim Batches. Submit is available from the Action menu once Void claims are associated with the batch.

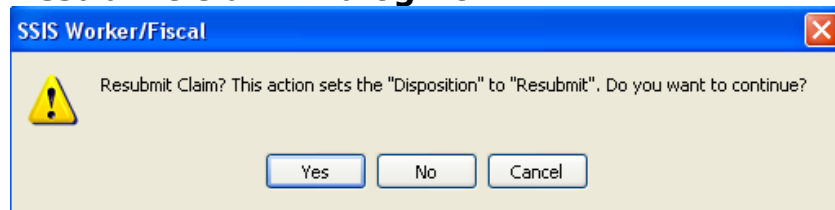
Void and/or Resubmit

Void and Resubmit is available for claims with a disposition of Open and a status of Paid or Partially Paid. Void and resubmit is used when you want to replace a claim in MMIS.

Example of when to use Void and Resubmit:

Your agency submitted a Waiver/AC claim and it was only partially paid because the MMIS Service Agreement did not have enough units to allow full payment.

Resubmit Claim Dialog Box



Void and Resubmit Claim:

1. Update MMIS with additional Units.
2. From the original partially-paid claim, access the **Action** menu and select **Void and Resubmit**.
3. Enter comments, if applicable, in the confirmation box and click **OK**.
4. **Submit** Void Claim Batch.
 - SSIS then voids the original claim and produces a new claim for the full amount when you generate and submit the next claim batch for that category.



Hints:

- *The Remittance advice process for the Void claim must run before the new claim can be generated in SSIS and resubmitted to MMIS.*
- *An error message displays if a valid Void claim batch exists but you are not the owner of that batch.*
- *If a comment is entered on the confirmation box, they are added to the Comments tab of the original claim.*

Void and/or Finalize

Void and Finalize is available for claims with a disposition of Open and a status of Paid or Partially Paid. Use Void and Finalize to void the claim in MMIS and not replace it, also known as a "take back claim."

Example of when to use Void and Finalize: Your agency submitted a claim to MMIS and it was paid. Since then, the claim has been reviewed and the worker does not have the supporting documentation for the claim. If your agency is audited, this claim would fail the audit.



Void and Finalize Claim:

1. From the original Paid claim, access the **Action** menu and select **Void and Finalize**.
2. Access the **Action** menu, select **New Comment** and enter the reason why the claim is not appropriate.
3. In the confirmation box enter the reason why the claim is not appropriate.
4. **Submit** Void Claim Batch.
 - SSIS then voids the original claim and finalize the original claim so it is not included in future claim batches for that category.



Hints:

- *An original claim that was Partially Paid*
The void claim displays the reverse of the amount submitted on the original claim. MMIS must receive the reverse of the units and amount that was submitted on the original claim to process the void claim. MMIS will only take back what was paid on the original claim. Once the Remittance Advice is processed, the void claim will display the Claim status of Partially paid and the Allowed units and Paid amount will display what MMIS actually took back.
- *To void a claim so MMIS can fix a problem, but the problem will not be resolved for a month or more, select Void and Resubmit.*
Enter a Do Not Claim for the client for the appropriate claim category and service dates to prevent the new (replacement) claim from being generated until the problem is resolved in MMIS. Once the problem is resolved and you are ready to resubmit, delete the Do Not Claim record. Create and generate a claim batch for the appropriate service dates and claim category.
- *If a claim was submitted under the wrong claim category, e.g., the time record had the wrong service and activity selected so an RSC claim was submitted*
After MMIS paid the claim the error was discovered; the time record should have been for the LTCC screening. Select Void and Resubmit. The void claim will be created for the RSC-TCM claim category. Make the appropriate corrections to the time record or payment. The Void claim's status is updated to Paid or Partially Paid and the Disposition is updated to Resubmit when the Remittance Advice is processed. Create and generate a Claim Batch for the appropriate claim category and date range. (In the example above the claim category would be LTCC). The new claim will be generated.